



# Annual Report

Fiscal Year July 1, 2013 - June 30, 2014

## MISSOURI VETERANS COMMISSION

### FY 2014 Quick Facts

**21,619,731 Veterans in the U. S.**

**490,052 Veterans in Missouri**

**444,246 Male Veterans**

**45,806 Female Veterans**

**60-64 Avg. Age of Male MO Vets**

**50-54 Avg. Age of Female MO Vets**

**15<sup>th</sup> largest state population of Veterans in the nation**

**140,218 Veteran contacts with MVC  
Veteran Service Officers**

**1,907 Veterans cared for at MVC  
Veterans Homes**

**\$3.02 billion in total VA  
expenditures in Missouri**

**\$1.38 billion in Compensation &  
Pension Payments to Missouri  
Veterans**

**\$189 million in Education, Voc  
Rehab, and Employment benefits  
to Missouri Veterans**

**\$1.23 billion in VA Healthcare to  
Missouri Veterans**

**137,008 unique patients used VA  
Healthcare in Missouri**

2014 was a good year for Missouri Veterans. The Missouri Veterans Commission worked closely with both the Office of Administration Budget and Planning and the legislature on our goal to achieve financial stability. In that light, we are working on a rolling 10-year budget to aid planners in better anticipating our financial needs for the future.



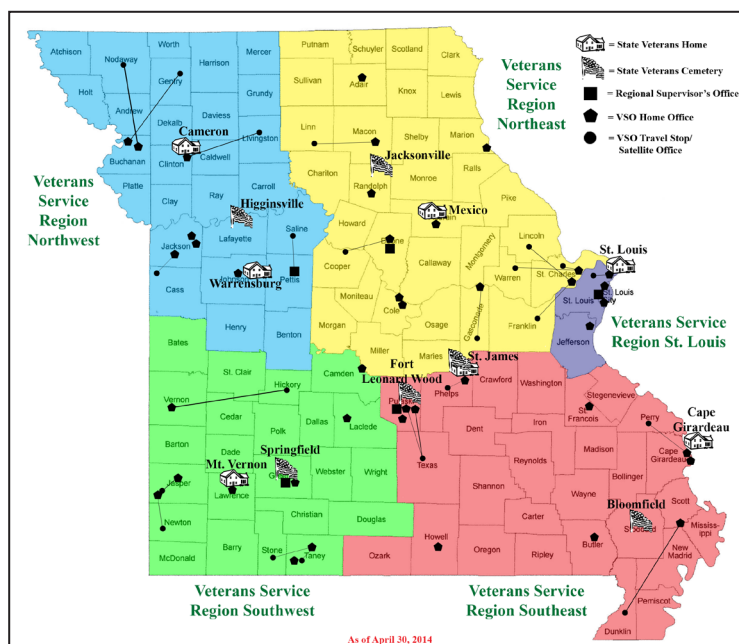
*Larry D. Kay  
Executive Director*

Our Veterans Service Program increased pension, benefits, and compensation for Missouri's Veterans to almost \$1.5 billion and achieved our goal of 40% of all claims filed being Fully Developed, ranking us 4th in the nation in submitting Fully Developed Claims. We continued our work with the Missouri Association of Veterans Organizations (MAVO), the U.S. Department of Veterans Affairs and our individual internal programs to develop "Missouri by the Numbers," publishing and presenting the demographic background portion to our Commissioners and MAVO.

Our Homes Program had successful surveys in all seven of our Veterans Homes. Seven of our Certified Nursing Assistants were recognized as national leaders and 1,907 Veterans selected Missouri's Veterans Homes as their provider of choice for skilled nursing care.

Each of our cemeteries continued to work towards the "Excellence in Appearance Award" from the United States Department of Veterans Affairs National Cemetery Administration. This lofty and hard to reach award recognizes those cemeteries in the State Veteran Cemetery System that reach the level of National Shrine Status. This achievement remains the goal of our remaining four operational cemeteries.

The strategic focus with our partners in MAVO and the U.S. Department of Veterans Affairs continues as we jointly urge all Veterans to See a Veteran Service Officer, Sign up for VA Healthcare, and Join a Veterans Service Organization.



# FY 2014 Successes

Fiscal Year 2014 was a year of methodical forward movement for the Commission. Our 2014 Game Plan once again set the tone for our operational direction. We also had good success working with our elected officials toward our goal of stabilized funding.

Specific successes in 2014 include:

## **Promote a Veteran Centered Culture within the Missouri Veterans Commission**

- Developed rock-solid plans to implement Electronic Health Records (EHR) and anti-wander systems in each of our seven homes
- Made great strides towards “Excellence in Appearance” by incorporating the new standards of the National Cemetery Administration into our cemetery program
- Increased pension, benefits, and compensation for Missouri’s Veterans to almost \$1.5 billion, achieved our goal of 40% of all claims filed being Fully Developed, and are ranked 4th in the nation in submitting Fully Developed Claims
- Developed “Missouri by the Numbers” and presented the first of four sections to the Commissioners

## **Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C<sup>4</sup>).**

- Deliberately executed the 2014 Game Plan
- Worked with the Missouri Association of Veterans Organizations (MAVO), the U.S. Department of Veterans Affairs and our individual internal programs to develop “Missouri by the Numbers,” publishing and presenting the demographic background portion to our Commissioners and MAVO
- Coordinated our strategic direction with VISN 15, the National Cemetery Administration, and the St. Louis VA Regional Benefits Office
- Cooperated and collaborated with our service partners and stakeholders in numerous outreach events
- Collected and analyzed state-wide Veterans Survey results and presented the results and analysis to the Missouri Association of Veterans Organizations (MAVO)

## **Expand our Veteran Outreach Horizon**

- Maintained a formal presence at the state conventions, district meetings, and local posts of Veterans Service Organizations
- Visited with numerous Student Veterans Organizations
- Successfully executed the 2014 Grants Program
- Continued the successful use of Facebook
- Developed a video tour of the Warrensburg Veterans Home

## **Achieve Financial Sustainability by July 2014**

- Continued to leverage our service and product contracts to reduce cost
- Worked with the Office of Administration Budget and Planning, and House and Senate Budget Analysts to maintain the funding balance between VA Per Diem, state support, and the Veteran contribution
- Worked with our elected officials to ensure full funding in FY 2015



*Executive Directory Larry D. Kay speaks at the dedication of the new Cape Girardeau Veterans Home chapel.*



*Warrensburg Volunteer Services Coordinator Latisha Koetting received the Veterans Service Award from Lt. Governor Peter Kinder for her many years of Veterans advocacy.*

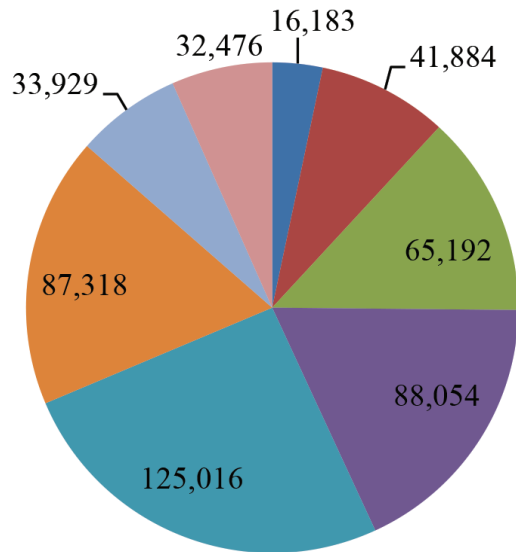


*Ms. Kyong Rainbolt with the Pulaski County Korean Association and Mr. Jinhun Lee, Korean Consul dedicated this Korean War Monument at the Ft. Leonard Wood Veterans Cemetery*

# FY 2014 Snapshot of MO Veterans

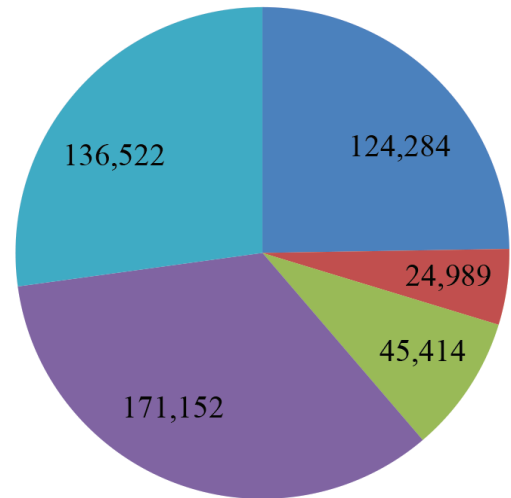
## 2014 Missouri Veterans by Age

■ >30    ■ 30-39    ■ 40-49    ■ 50-59  
■ 60-69    ■ 70-79    ■ 80-84    ■ 85+



## 2014 Missouri Vets by Conflict Era (some overlap between eras)

■ Peacetime    ■ WWII    ■ Korea    ■ Vietnam    ■ Gulf War



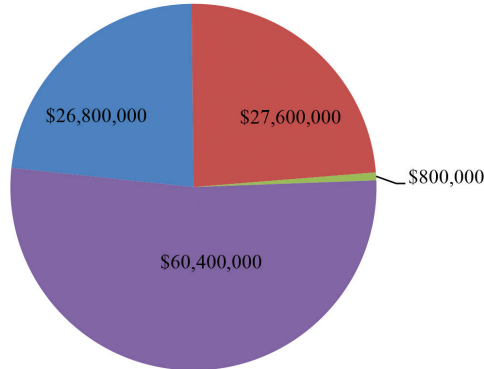
## Missouri Veterans by County FY 2014

Adair	1,369	Clay	19,893	Iron	1,103	Montgomery	1,173	Schuyler	320
Andrew	1,378	Clinton	2,108	Jackson	46,993	Morgan	2,281	Scotland	357
Atchison	577	Cole	7,201	Jasper	9,714	New Madrid	1,509	Scott	3,059
Audrain	1,987	Cooper	1,251	Jefferson	20,569	Newton	5,189	Shannon	729
Barry	2,959	Crawford	2,285	Johnson	6,499	Nodaway	1,423	Shelby	573
Barton	1,035	Dade	884	Knox	333	Oregon	1,017	St. Charles	30,460
Bates	1,433	Dallas	1,496	Laclede	3,483	Osage	974	St. Clair	1,132
Benton	2,467	Daviess	734	Lafayette	2,936	Ozark	1,061	St. Francois	6,202
Bollinger	1,105	DeKalb	1,352	Lawrence	3,348	Pemiscot	1,259	St. Louis	68,826
Boone	10,630	Dent	1,392	Lewis	764	Perry	1,504	St. Louis city	18,036
Buchanan	7,235	Douglas	1,107	Lincoln	4,787	Pettis	3,552	Ste. Genevieve	1,586
Butler	4,076	Dunklin	2,163	Linn	1,126	Phelps	4,553	Stoddard	2,706
Caldwell	864	Franklin	8,293	Livingston	1,289	Pike	1,776	Stone	4,183
Callaway	4,269	Gasconade	1,510	Macon	1,226	Platte	7,328	Sullivan	502
Camden	4,705	Gentry	634	Madison	1,120	Polk	2,903	Taney	4,197
Cape Girardeau	6,260	Greene	24,176	Maries	913	Pulaski	8,221	Texas	2,901
Carroll	849	Grundy	849	Marion	2,516	Putnam	440	Vernon	1,498
Carter	561	Harrison	735	McDonald	1,574	Ralls	833	Warren	3,001
Cass	9,571	Henry	2,517	Mercer	356	Randolph	2,285	Washington	2,037
Cedar	1,494	Hickory	1,275	Miller	2,106	Ray	1,820	Wayne	1,396
Chariton	746	Holt	504	Mississippi	851	Reynolds	693	Webster	3,750
Christian	7,377	Howard	933	Moniteau	1,319	Ripley	1,273	Worth	215
Clark	571	Howell	3,693	Monroe	802	Saline	1,580	Wright	1,508

# 2014 Year at a Glance

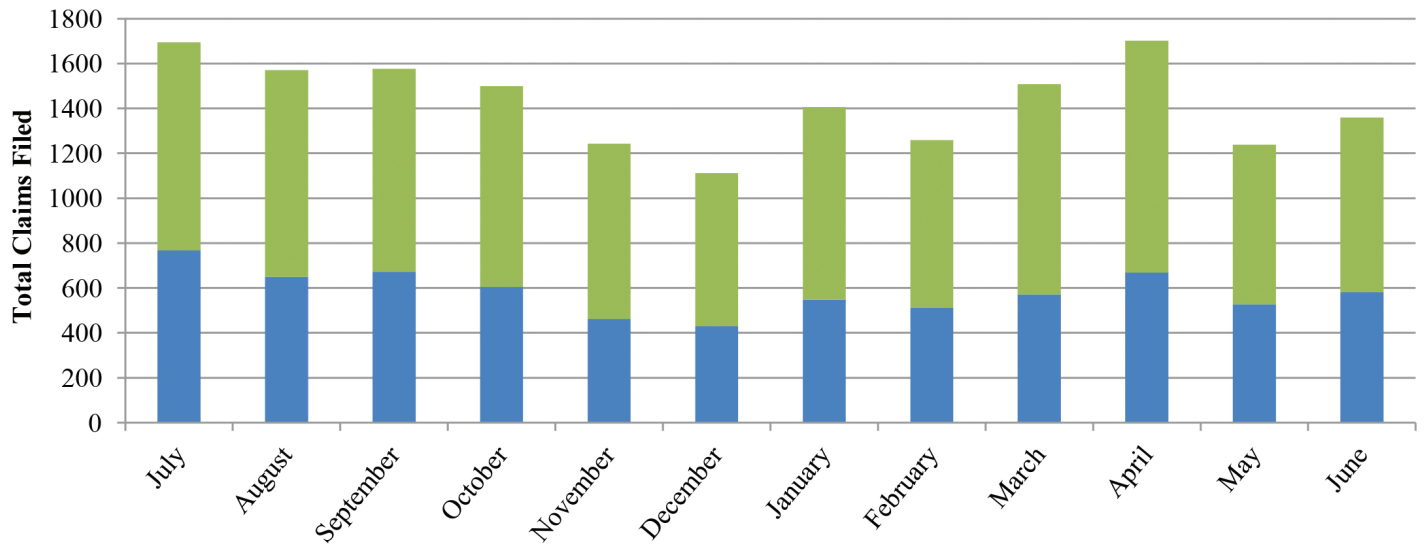
## Major Sources of Revenue FY14

■ Gaming Commission Transfers ■ Resident Rates ■ VA Burial Allowance ■ VA Per Diem



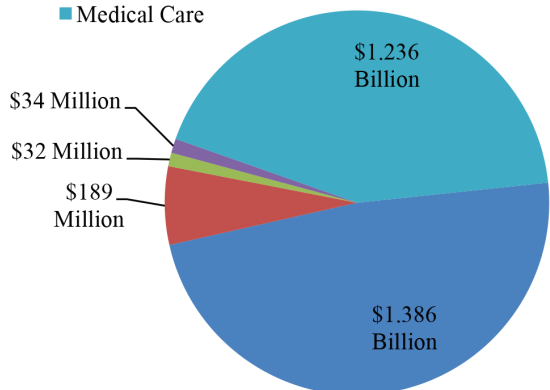
## FY14 Claims Filed

■ Claims Filed ■ Fully Developed Claims Filed



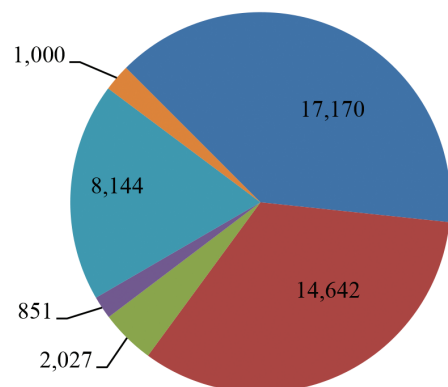
## VA Expenditures for Missouri Veterans Federal FY 13

■ Comp. & Pension ■ Edu. & Voc. Rehab  
■ Insurance & Indemnities ■ Construction  
■ Medical Care



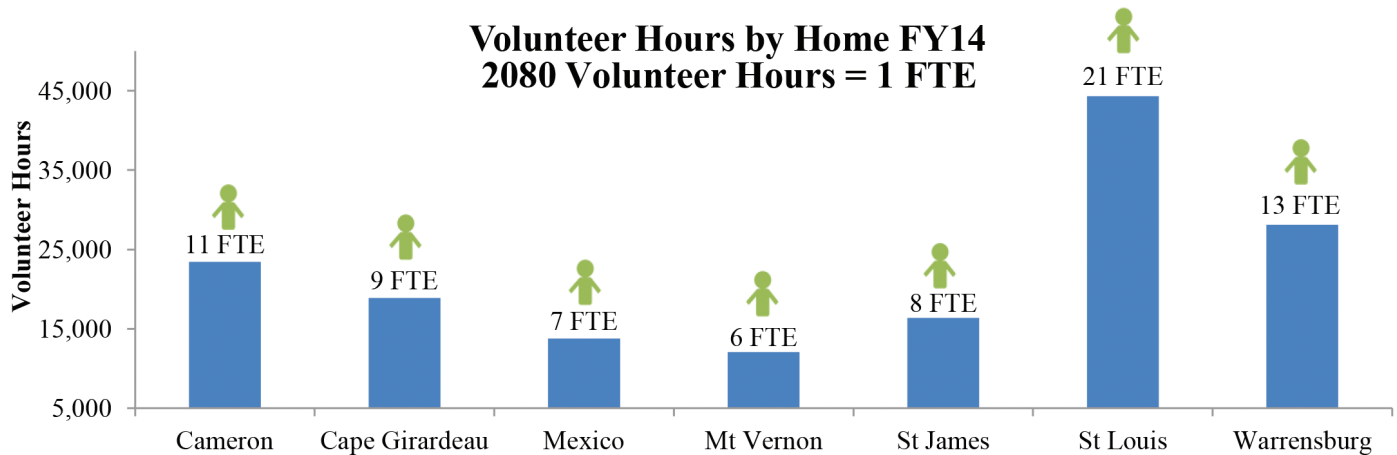
## Claims Filed FY 14 Total Claims: 43,834

■ MVC ■ VFW ■ Am. Leg. ■ VVA ■ DAV ■ Am. Vets.

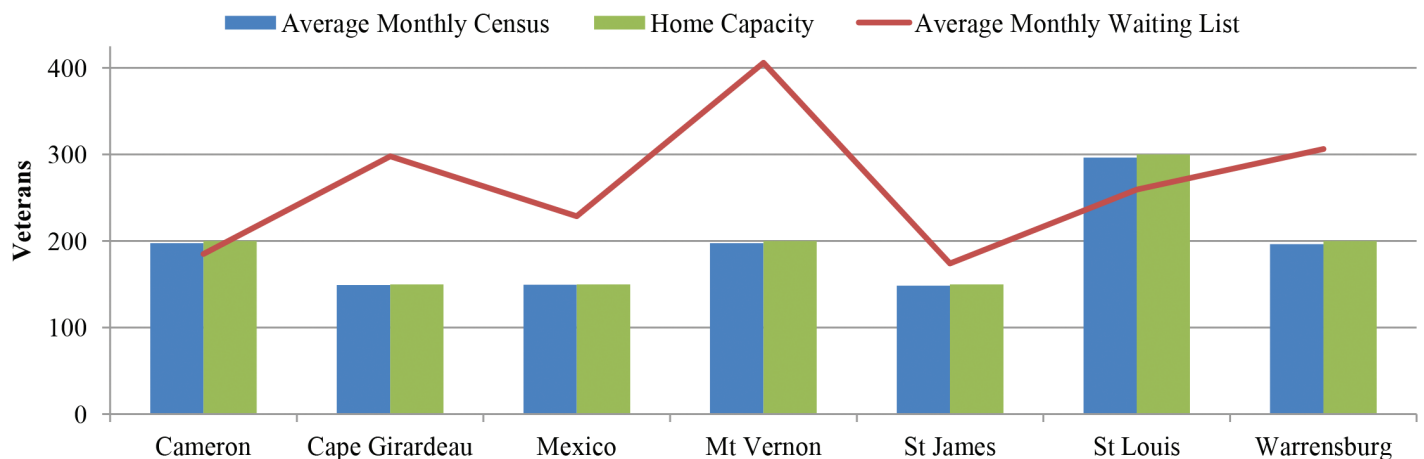




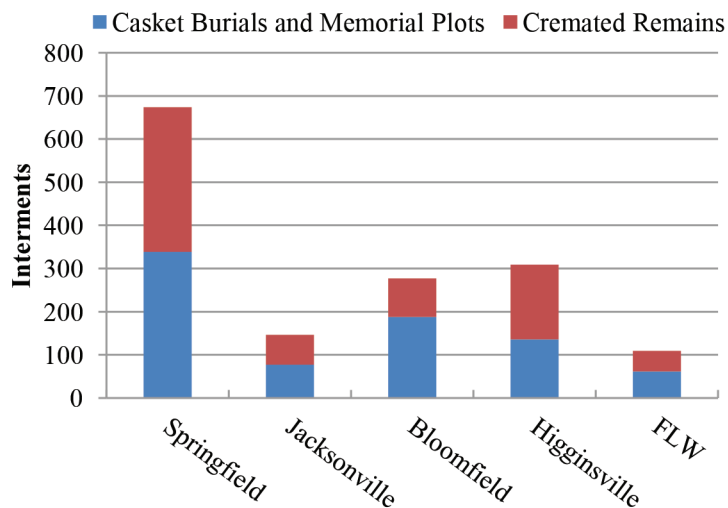
# 2014 Year at a Glance



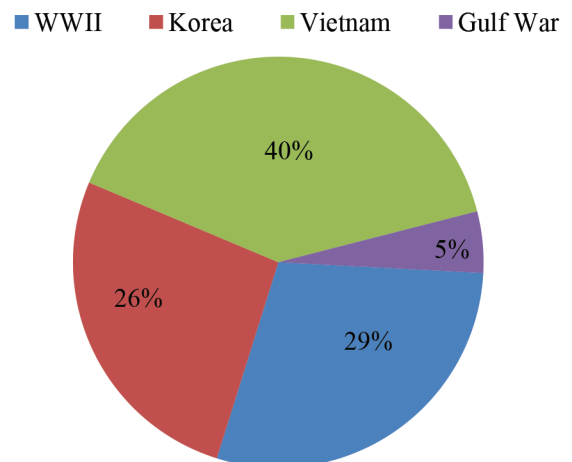
## Average Monthly Waiting List Compared to Average Monthly Census by Home FY 14



## Total Interments FY 14



## Veteran Interments by Conflict Era FY 14



# Service Officer Directory

## Northeast Veterans Service Region

<b>Regional Supervisor</b>	<b>573-882-5135</b>
Adair	660-785-2460
Audrain	573-581-1088 xt. 1258
Boone	573-882-5135
Callaway	573-882-5135
Chariton	660-263-4960
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Franklin	636-949-7900
Gasconade	573-882-5135
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	636-949-7900
Linn	660-385-6192
Macon	660-385-6192
Maries	573-751-3779
Marion	573-248-2550
Miller	573-751-3779
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088xt. 1258
Morgan	573-751-3779
Osage	573-751-3779
Pike	573-248-2550
Putnam	660-785-2460
Ralls	573-248-2550
Randolph	660-263-4960
Schuyler	660-785-2460
Scotland	660-785-2460
Shelby	573-248-2550
St. Charles	636-949-7900
Sullivan	660-785-2460
Warren	636-949-7900

## Southwest Veterans Service Region

<b>Regional Supervisor</b>	<b>417-895-6532</b>
Barry	417-466-7103
Barton	417-359-1515
Bates	417-448-1133
Camden	573-348-2641
Cedar	417-448-1133
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-546-7209
Greene	417-895-6532
Hickory	417-448-1133
Jasper (Carthage)	417-359-1515
Jasper (Joplin)	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
St. Clair	417-448-1133
Stone	417-546-7209
Taney	417-546-7209
Vernon	417-448-1133
Webster	417-895-6532
Wright	417-532-6754

## Northwest Veterans Service Region

<b>Regional Supervisor</b>	<b>660-530-5544</b>
Andrew	816-387-2841
Atchison	816-387-2841
Benton	660-530-5544
Buchanan	816-387-2841
Caldwell	816-632-6010 xt. 236
Carroll	816-632-6010 xt. 236
Cass	816-246-1411 xt. 1030
Clay	816-387-2841
Clinton	816-632-6010 xt. 236
Daviess	816-632-6010 xt. 236
DeKalb	816-632-6010 xt. 236
Gentry	816-387-2841
Grundy	816-632-6010 xt. 236
Harrison	816-632-6010 xt. 236
Henry	660-543-7930
Holt	816-387-2841
Jackson (Lee's Summit)	816-246-1411 xt. 1030
Jackson (Blue Springs)	816-655-3491
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-6010 xt. 236
Mercer	816-632-6010 xt. 236
Nodaway	816-387-2841
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
Worth	816-387-2841

## Southeast Veterans Service Region

<b>Regional Supervisor</b>	<b>573-451-2533</b>
Bollinger	573-290-5752
Butler	573-840-9770
Cape Girardeau	573-290-5752
Carter	573-840-9770
Crawford	573-265-7752 ext. 245
Dent	573-265-7752 ext. 245
Dunklin	573-472-5350
Howell	417-256-3452
Iron	573-218-6130
Madison	573-218-6130
Mississippi	573-472-5350
New Madrid	573-472-5350
Oregon	417-256-3452
Ozark	417-256-3452
Pemiscot	573-472-5350
Perry	573-290-5752
Phelps	573-265-7752 ext. 245
Pulaski (Ft. Leonard Wood)	573-596-0193
Pulaski (St. Robert)	573-451-2533
Reynolds	573-218-6130
Ripley	573-840-9770
Scott	573-472-5350
Shannon	417-256-3452
St. Francois	573-218-6130
Ste. Genevieve	573-290-5752
Stoddard	573-472-5350
Texas	573-596-0193
Washington	573-218-6130
Wayne	573-840-9770

## St. Louis Veterans Service Region

<b>Regional Supervisor</b>	<b>314-552-9885</b>
Jefferson	636-287-1721
St. Louis City	314-552-9885
St. Louis County	314-340-6389 ext. 428
St. Louis County (Veterans Home)	314-340-6389 ext. 242



Missouri Veterans Commission  
205 Jefferson Street, 12th Floor  
P.O. Drawer 147  
Jefferson City, MO 65102-0147  
573-751-3779

[www.mvc.dps.mo.gov](http://www.mvc.dps.mo.gov)  
[facebook.com/MissouriVeteransCommission](https://facebook.com/MissouriVeteransCommission)

## Veterans Homes

St. James	573-265-3271
Mt. Vernon	417-466-7103
Mexico	573-581-1088
Cape Girardeau	573-290-5870
St. Louis	314-340-6389
Cameron	816-632-6010
Warrensburg	660-543-5064

## Veterans Cemeteries

Springfield	417-823-3944
Higginsville	660-584-5252
Bloomfield	573-568-3871
Jacksonville	660-295-4237
Ft. Leonard Wood	573-774-3496

## Veterans Outreach

Incarcerated Veterans	573-751-3779
Minority Veterans	816-655-3490
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	816-655-3490